

Arizona Department of Health Services  
Office for Children with Special Health Care Needs

**Family Satisfaction Survey**

<b>The Family Resource Coordinator</b>	<b>Rating</b>
Is easy to contact and returns phone calls in a timely manner	
Meets us at times and places that support our needs	
Makes us feel comfortable and listens to our questions and helps us find answers	
Helps us understand the steps needed to be an advocate to get support and services	
Includes our priorities, resources, and concerns when planning support/services in the ISP	
Shows genuine concern for our needs	
Assists us in completing applications for services or school accommodations	
Respects our culture and lifestyle	
Is knowledgeable about TBI/SCI/CYSHCN, resources/services and how to obtain them	
Assists in meeting the objectives stated in the ISP	

Comments/Recommendations about/for the Family Resource Coordinator:

- 1 = Strongly Agree**  
**2 = Agree**  
**3 = Disagree**  
**4 = Strongly Disagree**

<b>The Program</b>
Strengths of the ADHS/OCSHCN Family Resource Coordination Program:

Concerns or problems with the ADHS/OCSHCN Family Resource Coordination Program:

Comments/Recommendation for the ADHS/OCSHCN Family Resource Coordination Program: